



2011 Tenant Satisfaction Survey

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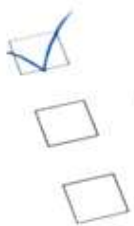
The Jackson Federal Building

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The mission of GSA's Public Buildings Service is to provide you, our Federal customer, with a world-class workspace. Tenant satisfaction is one of our highest priorities and we use the results of the survey to make decisions and improvements.

Following the survey, your agency will receive the building results along with GSA's action plan for addressing the top issues identified within your building.



Thank you in advance for participating in the Tenant Satisfaction Survey! In partnership with the Gallup Organization, GSA has formulated this survey - conducted every three years - to allow you to express your level of satisfaction with the services and space we provide. Our goal is for you to rate us 4s and 5s. Any and all input is appreciated and will be considered as we work to improve your workspace and tenant experience.

The Jackson Federal Building was last surveyed in 2008. Here's what you told us on that survey and the actions we took:

Indoor Environment

Tenants identified Indoor Air Quality (IAQ) as a concern on the previous survey. GSA has continued to monitor the heating, ventilation, and air conditioning system for IAQ issues, and has actively addressed them when they occur. Under the ongoing ARRA project, the level of fresh air provided to the building will be regulated by detected CO2 levels within the space, thus assuring an adequate fresh air mixture.

Elevators

Concerns with the building elevators were noted on the 2008 survey. GSA continues to actively manage the elevator service contract. Elevator Service has greatly improved since the completion of the modernization project, and since the new service contract has taken effect.

